

# STATE OF MICHIGAN

## CHILD DEVELOPMENT AND CARE (CDC)

### HANDBOOK



Revised 1-13  
Older Versions Obsolete

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# CHILD DEVELOPMENT AND CARE

## General Information

### INTRODUCTION

For many families, the cost of safe, quality child care can affect the family budget. The Child Development and Care (CDC) Program may offer payment for child care services for some families when the [parent](#) is not able to provide child care because of:

- [Employment.](#)
- [High School Completion.](#)
- [Approved Activity.](#)
- [Family Preservation.](#)

This handbook provides:

- General information about the Child Development and Care Program for parents and providers.
- Additional provider information.

### APPLICATION FOR CHILD DEVELOPMENT AND CARE ASSISTANCE

Families asking for help with child care costs should complete an application.

You can apply online at [www.mibridges.michigan.gov](http://www.mibridges.michigan.gov) or submit a paper application at your local DHS office.

To get a paper application for all DHS programs, [click here](#). To get a paper application for child care assistance only, [click here](#).

CDC eligibility decisions are generally made within 45 calendar days of submitting a complete application. The Department will then send a letter notifying the family of the eligibility decision.

The Department can only approve child care costs when the parent(s) are in one or more of the activities listed above.

For a list of local DHS offices, [click here](#).

**Note:** Families now have the option of using [MiBridges](#) to check the status of their CDC benefits and submit changes.

### AUTHORIZATION

Once CDC has been approved and authorized, parents and providers will be mailed an authorization notice. This authorization notice shows:

- The child's name and ID number.
- The begin date of child care assistance for each child.
- The number of child care hours authorized for a pay period
- [The Department Pay Percent \(DP %\)](#) —the percentage of the department's maximum rate that will be paid. This amount may not be the same as the provider's rate.
- The end date of child care assistance for each child. If the authorization shows hours other than "000" **and** the end date shows 99/99/9999, child care goes on until changed. If there are "000" hours shown, child care is not authorized. If there is an actual end date, such as 10/27/2012, there will be no child care assistance after that date.

The authorized provider can begin billing once this notice has been received.

Please read the authorization notice to find out the number of hours that have been authorized for a pay period.

## PARENT AND PROVIDER RELATIONSHIP

When a parent chooses a provider, the parent and provider are forming a business relationship with each other.

This agreement between the parent and provider may be in writing and should at least cover:

- How payment will be made.
- Hours of care.
- When payment is expected.
- Notice of when care is no longer needed.

**The parent is responsible for any child care charges not paid by the Department.** He/she also has to pay for the cost of any care provided while the parent is not involved in [Authorized Activities](#) for child care services provided before being authorized for child care or prior to training completion.

## UNLICENSED PROVIDER TRAINING

### Tier 1 (Required):

Unlicensed child care providers are required to complete a basic training requirement, which is a seven-hour Great Start to Quality Orientation. This training is **free** and covers the following topics:

- American Heart Association first aid and CPR certification course
- Nutrition
- Health and safety
- Shaken Baby Syndrome
- Safe sleep practices

Providers with registered nursing certificates and those working in a licensed or registered child care facility may be eligible for a waiver from Tier 1 training. Please contact your Great Start to Quality Resource Center at 1-877-614-7328 to request a waiver.

Payment eligibility will be based on the date the provider completes the Great Start to Quality Orientation. **No back payments will be made to cover child care provided before this required training.**

### Tier 2 (Optional):

There is an opportunity for unlicensed child care providers to earn a higher hourly rate by completing 10 more hours of approved training per year in the following topics.

- Child Development- Basic Ages/Stages and What You Do
- Behavior Management and Discipline
- Activities to Help Children Learn
- Interactions and Relationship
- Health, Safety and Nutrition
- Caring for Children with Special Needs
- Accessing Community Resources
- Communication Skills
- Business Basics

Providers will be eligible for the Tier 2 rate for one year after they've completed the 10 hours of approved training.

To continue receiving the Tier 2 rate, an additional 10 hours of training must be completed within that one year period; otherwise the provider's rate will revert back to the Tier 1 rate.

**Note:** There may be a cost for some Tier 2 trainings.

To find Great Start to Quality Orientation trainings or approved Tier 2 trainings in your area, please visit [www.greatstartconnect.com](http://www.greatstartconnect.com) or call 1-877-614-7328.

## PAYMENT RATES & PARENT COPAYMENTS

The CDC program is a subsidy program; therefore, the actual amount paid by the Department may not cover all child care expenses. The parent is responsible for payment of all amounts not paid by the Department.

DEPARTMENT HOURLY RATES Effective October 9, 2011		
PROVIDER TYPE	CHILD'S AGE	
	0-2½ Yrs	2½ Yrs +
Child Care Centers	\$3.75	\$2.50
Family & Group Homes	\$2.90	\$2.40
Unlicensed Child Care Providers- Tier 2	\$2.20	\$1.85
Unlicensed Child Care Providers- Tier 1	\$1.35	\$1.35

The Department pays part of the cost of child care for approved families. This part is the [Department Pay Percent](#) (DP %). The DP% can be from 70% to 100% of the Department rate (above).

If the DP% is less than 100% or the provider's rate is higher than the Department rate above, the family will be responsible for the remaining portion (parent copayment).

It is the responsibility of the provider to collect from the parent any child care charges not covered by the Department.

## PAYMENTS

- Payments are processed by the Michigan Department of Treasury.
- Providers are required to register on the State of Michigan website, Contract and Payment Express (C&PE) at [www.michigan.gov/cpexpress](http://www.michigan.gov/cpexpress). Instructions for registering can be found [here](#).
- Payments for care provided are paid to the provider, on behalf of the parent.
- Payments are based on the parent's eligibility and provider's billing information submitted to the Department.
- Payments are for a two-week period and are paid every two weeks.
- The estimated [check](#) mailing date and [Electronic Funds Transfer \(EFT\)](#) deposit dates are listed on the [CDC Payment Schedule](#).
- Provider billing information submitted after the deadline, but within seven days of the deadline, will be paid the following week.

**NOTE:** Problems in processing billings, incorrect addresses, missing or wrong information, and other unforeseen situations or events may cause payments to be made later than the anticipated dates. You should plan for payments to be paid later, especially during holiday periods. The message area of I-Billing (Internet billing) will show any information about a change or delay with billing or payments.

CDC payments will be paid to the provider once the provider's billing information has been submitted and processed.

The Central Reconciliation Unit (CRU) may request information from the parent and/or provider in order to review a provider's billing. Failure to provide this information may result in a fraud referral and/or disqualification.

## OVERPAYMENTS

Providers are required to give correct information to the Department. Receiving payment for care that was not provided means the provider payment was more than it should have been. **Any overpayments, including those due to a parent or a Department error, must be reported to the specialist who handles the parent's CDC case right away.**

Send overpayments to:

State of Michigan  
DHS Cashier Unit  
**Attention: CDC Recoupment**  
PO Box 30802  
Lansing, MI 48909-8302

Make checks payable to "State of Michigan." Include the following information with your check:

Parent's name	Provider's name and address
Case number	Provider ID number
Child's name	Pay period end dates of overpayment
Child's recipient ID number	Reason for overpayment

**Note:** The information above must be included with your check. If you do not include this information, your payment may not be applied correctly to your balance.

The Department will accept lump-sum payments, and may collect repayments by taking up to 20% from future child care provider payments for those who do not make a lump-sum payment. You may call (517) 335-3674 to arrange a monthly repayment plan.

Giving false information to the Department, including false billing information:

- May be fraud.
- May be given to the DHS Office of Inspector General (OIG) for investigation.
- May result in recoupment.
- May result in your disqualification from the CDC program.
- Could lead to civil or criminal actions (such as going to court, paying a fine, or going to jail).

## FOR QUESTIONS ABOUT BILLING, PAYMENTS OR PINS

Call the [Central Reconciliation Unit \(CRU\)](#) at 1-866-990-3227-- Monday - Friday from 7:30 a.m. - 5 p.m. For security purposes, you will be asked to provide identifying information.

## DISQUALIFICATIONS

Violations of CDC program rules by the provider may result in a disqualification of:

- 6 months.
- 12 months.
- A lifetime.

See [page 10](#) for examples of program violations that may result in a provider's disqualification.

**Note to Parents:** If your child care provider is disqualified for a CDC rule violation, you may remain eligible for CDC, but will need to choose another provider and notify your specialist in the DHS local office as soon as possible in order to avoid CDC case closure.

## RESOURCES

### Child Care Licensing (BCAL)

The Division of Child Care Licensing, a part of the DHS Bureau of Children and Adult Licensing (BCAL), does onsite reviews to find out if state law and licensing rules are being followed, investigates complaints alleging the breaking of administrative rules or statutes (laws), and provides consultation to both home and center child care providers to improve the quality of care children receive. Call BCAL at **1-866-685-0006** to get more information on becoming licensed or visit [www.michigan.gov/michildcare](http://www.michigan.gov/michildcare) for more information about licensed child care.



## **Early Childhood Investment Corporation (ECIC)**

Website: [www.greatstartforkids.org](http://www.greatstartforkids.org)

E-mail: [info@ecic4kids.org](mailto:info@ecic4kids.org)

Contact: (517) 371-9000

ECIC's goal is to make sure that every young child in Michigan has a Great Start, arriving at the kindergarten door safe, healthy and ready to succeed in school and in life. ECIC works at the state level to maximize early childhood resources. ECIC works with providers, parents, community leaders, businesses, the state legislature, state and local government, faith-based organizations, and funders to build an early childhood system of services and supports for Michigan's youngest learners.

## **Great Start to Quality (Michigan's Tiered Quality Rating and Improvement System)**

Website: [www.greatstartconnect.com](http://www.greatstartconnect.com)

E-mail: [info@ecic4kids.org](mailto:info@ecic4kids.org)

Contact: 1-877-614-7328

Great Start to Quality supports early learning and development programs identify and improve quality through:

- Workforce Development and training that builds knowledge and competency.
- Quality Improvement Consultation from the Great Start Regional Resource Center.
- Quality Resources to enhance the early learning setting
- Self-assessments.
- Quality Improvement Plans.

Licensed early learning and development programs enter the Great Start to Quality Levels at Level One and can progress to the highest level of quality at Level Five.

The Great Start to Quality is supported by Michigan's Great Start to Quality Resource Centers.

To find the Great Start to Quality Resource Center in your area, [click here](#).

## **Great Start CONNECT**

Website: [www.greatstartconnect.com](http://www.greatstartconnect.com)

This website connects all providers and families to the following:

- Statewide search for licensed and registered child care.
- Professional development and training (including Great Start to Quality Orientation).
- Links to statewide and local early learning supports.
- Information about child development.

## **Teacher Education And Compensation Helps® (T.E.A.C.H.)**

Website: [www.miaeyc.org/TEACH.htm](http://www.miaeyc.org/TEACH.htm)

E-mail: [TEACH@miaeyc.org](mailto:TEACH@miaeyc.org)

Contact: 1-866-MITEACH (1-866-648-3224)

This is a scholarship program for providers working in a licensed or registered early childhood program. This program helps cover most of the tuition and book costs, provides a travel allowance, and offers release time and a bonus for ongoing professional development. Providers must continue to work in the early childhood field at their child care setting or home program. Scholarships are available for associate or bachelor degrees in Early Childhood Education or Child Development and to help cover the cost of the Child Development Associate (CDA) fees.

## **Child and Adult Care Food Program (CACFP)**

Website: [www.michigan.gov/cacfp](http://www.michigan.gov/cacfp)

E-mail: [MDE-CNAP-CACFP@michigan.gov](mailto:MDE-CNAP-CACFP@michigan.gov)

Contact: (517) 373-7391

The Child and Adult Care Food Program (CACFP) is a federal program administered by the Michigan Department of Education (MDE). This program may help child care centers, group and family child care homes and unlicensed providers who provide child care in their home and not the home of the child with the cost of meals and snacks given to children in their care. To find the contact information for a CACFP sponsor in your area, click [here](#)

## ADDITIONAL INFORMATION FOR PROVIDERS

This part of the handbook gives information for Child Development and Care (CDC) providers on the CDC program and billing procedures for children. More information about the CDC Program can be found at [www.michigan.gov/childcare](http://www.michigan.gov/childcare).

### ELIGIBLE PROVIDERS

To be paid for the care of CDC children, you must provide care in Michigan and be a:

Child Care Center - A facility, other than a private home, **licensed** to care for one or more children.

Group Child Care Home - A private home **licensed** to care for up to 12 children at a time.

Family Child Care Home - A private home **registered** to care for up to six children at a time.

Unlicensed Child Care Provider - An adult who is 18 years or older and enrolled to provide child care for up to four children at a time (or six children, if all children are siblings or living at the same address).

Unlicensed Child Care Providers can provide care in their own home or the child's home if they are related by blood, marriage or adoption as a:

- Grandparent/Great-grandparent.
- Aunt/Great aunt.
- Uncle/Great uncle.
- Sibling.

Unlicensed Child Care Providers who are not related to the child can only provide care in the child's home.

**Note:** Divorce ends a relationship by marriage.

License-Exempt Child Care Facilities-

- A child care facility located on federal land.
- A child care facility where all parents are onsite and available.

License-Exempt Child Care Facilities are enrolled by the Michigan Department of Education.

If you wish to be licensed as a child care center/group child care home or registered as a family child care home, call the Bureau of Children and Adult Licensing (BCAL) toll free at 1-866-685-0006 or visit:

[www.michigan.gov/michildcare](http://www.michigan.gov/michildcare)

Providers are self-employed, not employed by the State of Michigan or the Child Development and Care Program. Providers are not eligible for unemployment insurance.

### ENROLLING TO BE AN UNLICENSED CHILD CARE PROVIDER

To be enrolled as an unlicensed child care provider:

1. Complete the Child Development and Care Unlicensed Provider Application.
  - The application, which can be found at [www.michigan.gov/childcare](http://www.michigan.gov/childcare) or requested by calling 1-866-990-3227 and selecting the Provider Enrollment Unit option :
    - Gives basic information about you, including where to send payment.
    - Allows the Department to complete criminal background clearances.
    - Certifies that you understand and meet the requirements to provide child care and get payment for CDC children.

2. Fax the application and proof of age, identity, residence and a copy of your Social Security card to the [Provider Enrollment Unit](#) within MDE at 1-517-335-1250 or mail to the address below:

MDE-Child Development and Care Program  
Provider Enrollment Unit  
P.O. Box 30267  
Lansing, MI 48917

3. Prior to the enrollment, you will be contacted for an interview

If you are eligible to be a CDC provider, you must complete the free Great Start to Quality Orientation training. Care provided before you complete this training will not be paid by the Department, so it's important that you complete this as soon as possible.

To find training in your area, please visit [www.greatstartconnect.com](http://www.greatstartconnect.com) or call 1-877-614-7328.

## REPORTING CHANGES

Child care providers must report the following changes to MDE by calling 1-866-990-3227 and selecting the Provider Enrollment Unit option within 10 calendar days of the occurrence:

- A change in your name or address.
- A change in where the children are being watched.
- If you stop watching CDC children.
- A change in the adults living in your home (including when an individual living in your home turns 18).

Failure to report changes to the Department may result in your disenrollment or disqualification from the CDC program.

**Note:** If you are a licensed or registered child care provider, you must report address changes to BCAL.

## ATTENDANCE RECORDS

All CDC providers must keep complete and accurate records of **daily** time and attendance for each CDC child in care. The CDC Daily Time and Attendance Record, which can be found at [www.michigan.gov/childcare](http://www.michigan.gov/childcare), must be used by unlicensed providers. You must keep these time and attendance records for **four years** from the date of care for auditing reasons. You must make these records available to an employee of the Department or the Auditor General if asked.

Licensed and registered providers are not required to use the CDC Daily Time and Attendance Record, but must maintain records showing the:

- Child(ren)'s name.
- Dates for each day you watched the children during the pay period.
- Daily care begin time and daily care end time for each child.
- The total number of hours you watched the children.
- **You and the parent must certify the daily attendance records are accurate.**
  - You must sign your time and attendance records.
  - The parent must sign or initial daily to show that they agree with the information on the time and attendance records.

It is recommended that licensed and registered providers also include the child(ren)'s age, pay period number, and provider ID.

**IMPORTANT:** You must provide information to the Department when asked. You will have to return Department payments and may be disqualified if an audit or investigation finds you do not have the time and attendance records requested by the Department.

An example of how to complete this form is shown below.

## CDC DAILY TIME AND ATTENDANCE RECORD

Michigan Department of Human Services

### Required for Unlicensed Providers

Billing website: [www.michigan.gov/childcare](http://www.michigan.gov/childcare)

Provider ID Number: 0123456

Provider Name: Laura Lansing

Pay Period Number: 903

Confirmation Number

Page Number: 1

INSTRUCTIONS: Record the daily care begin time, the daily care end time, the child care hours, and the ill/holiday hours for each child in your care. Any changes must be initiated by the person making the change. See additional instructions on the back. **Keep this form for your records.** A daily attendance record must be retained for four years for auditing purposes. Round each care begin time and care end time to the nearest half hour to get the total daily child care hours.

		Child's Name					Age	Child's Name					Age	Child's Name					Age
		Tommy Towers					9	Tara Towers					5	Tina Towers					10 mos
Day	Date	Care Begin Time	Care End Time	Child Care Hours	Ill/Holiday Hours	Parent Initial		Care Begin Time	Care End Time	Child Care Hours	Ill/Holiday Hours	Parent Initial		Care Begin Time	Care End Time	Child Care Hours	Ill/Holiday Hours	Parent Initial	
Sun	1/18																		
Mon	1/19	3:30 pm	5:30 pm	2		PT		7:30 am	11:30 am	6		PT		7:30 am	5:30 pm	10		PT	
Tues	1/20	3:00 pm	5:30 pm	1.5		PT		7:30 am	11:30 am	6.5		PT		7:30 am	5:30 pm	10		PT	
Wed	1/21	4:00 pm	6:00 pm	2		PT		7:00 am	11:30 am	6.5		PT		7:30 am	6:00 pm	10.5		PT	
Thur	1/22				2	PT					6	PT					10	PT	
Fri	1/23				2	PT					6	PT					10	PT	
Sat	1/24																		
Sun	1/25																		

To get the CDC Daily Time and Attendance Record, click [here](#).

## PROVIDER BILLING

To be paid, you must submit billing information to the Department for CDC children using [I-Billing](#) (Internet Billing).

You will need to know:

- Your provider ID number.
- Your personal identification number (PIN).
- The pay period number (see Payment Schedule page 14).
- The number of hours the child(ren) were in care while the parent attended his or her authorized activity (using your time and attendance records).

**Provider Web Tutorial:** To learn more about how to bill for child care using I-Billing, click [here](#).

**Note:** You must bill within 90 days of watching the children. If the authorization is not entered by the Department until after you have provided care, the 90-day limit starts the day the authorization is entered.

## PINS

You should be the only one who knows your PIN and you will be responsible for any use of your PIN. Do not share this information with anyone.

The first time you use your PIN, you will have to change it. PINs must be six characters long.

### To change your PIN:

After you log in to [I-Billing](#), click on the "Change PIN" button at the bottom of the main menu screen. You will have to change your PIN every 180 days in I- Billing.

### To replace PINs:

If you've lost or misplaced your PIN, you may have a new PIN issued. Replacement PINs can be requested by the provider in the ways outlined below:

#### 1. In I-Billing:

The first time you log-in you must select and answer three security questions and if desired provide an email address so in the future you can request a new PIN yourself, if you forget or lose your PIN. When using the Forgot PIN link in I-Billing you will answer one or two of your chosen security questions and select to either send your PIN by e-mail or regular mail. If you do not have an email on file, your PIN will be sent to your home address.

You may update your security questions or e-mail using the Change Security or Change PIN buttons in I-Billing.

#### 2. By phone:

If you lose or forget your PIN, call the Central Reconciliation Unit (CRU) at 1-866-990-3227.

#### 3. By fax:

You can also ask for a new PIN by faxing the CRU at 517-335-4144. Your request should be in writing and include the following:

- Provider name.
- Current address (copy of driver's license or state ID, front and back).
- Provider ID number.
- Telephone number.
- Signature.

**Note:** Only the provider can request a replacement PIN. Please allow up to 10 business days to receive your PIN after requesting a new one.

## HELPFUL BILLING TIPS

### Billing "DOs"

1. **DO** bill the Department only for the hours you **ACTUALLY** have a child in your care **AND** the parent(s) is at their [authorized activity](#); for example, employment or high school completion.
2. **DO** bill the Department for ill hours **ONLY** if a child is not in your care due to their **OWN** illness, and it is a day the child would normally be in your care.
3. **DO** bill the Department for holiday hours **ONLY** if a child is not in care due to a holiday, and it is a day the child would normally be in your care.
4. **DO** remember that ill/holiday hours are limited to 208 hours per child per fiscal year (October 1 -September 30). Charges for any ill/holiday hours over this limit are the parent's responsibility.
5. **DO** keep time and attendance records for four years. The Department maintains the right to request this information at any time.

## Billing "DO NOTs"

1. **DO NOT** bill the Department for hours that the parent leaves a child in your care when the parent is not at his/her [authorized activity](#).
2. **DO NOT** bill the Department for the hours a child is in school.
3. **DO NOT** bill the Department for vacation times of the parent, child, or yourself.
4. **DO NOT** bill the Department for a child who is absent, or a "no show."
  - Example: When a child does not show up for a day without the provider knowing, the provider cannot bill the Department for that day.
5. **DO NOT** bill the Department if poor weather conditions cause the provider or the parent to cancel care.
  - Example: When a center is closed due to snow, the provider cannot bill the Department for that day.
6. **DO NOT** bill the Department for care when you have already received or expect to receive reimbursement from another source (state department, a non-custodial parent, employer, etc.)

## For Help - - - -

If you need more help with billing, call the [Central Reconciliation Unit \(CRU\)](#) at 1-866-990-3227-- Monday - Friday from 7:30 a.m. - 5 p.m.

## PROVIDER DISQUALIFICATIONS

In order to be eligible to bill and receive payments, child care providers are required to comply with the Child Development and Care program requirements as outlined in the program's Administrative Rules R400.5018-R400.5020 in the Michigan Administrative Code found [here](#). Providers who are found to be in violation of the rules may be disqualified for the following penalty periods:

- 6 months for the first occurrence.
- 12 months for the second occurrence.
- Lifetime for the third occurrence.

The list below includes the rule violations which will result in disqualifications:

1. Failure to respond to requests for [time and attendance records](#).
2. Failure to maintain adequate time and attendance records.
3. Caring and billing for more than the maximum number of children at one time.
4. Care being provided in wrong location (e.g. unrelated provider caring for children in provider's home).
5. Inappropriate billing for:
  - (a) School age children.
  - (b) Ill/holiday hours.
  - (c) Children not in care.
  - (d) More hours than child(ren) were actually in care.
6. Other abuses of the CDC Program not mentioned above.

## PROVIDER PAYMENTS

The provider payment amount may not cover all child care expenses. The parent is responsible for any additional charges.



The Department limits the total number of hours of care for a pay period for some providers.

- Unlicensed Child Care Providers will not be paid for more than 560 total hours per pay period for all children in care.
- Family Child Care Homes will not be paid for more than 720 total hours per pay period for all children in care.
- Group Child Care Homes will not be paid for more than 1,440 total hours per pay period for all children in care.
- Licensed Centers have no limit on the total hours that can be paid per pay period for all children in care.

Parents are responsible for any hours of care that are over these limits.

**Note:** Ill/holiday hours are limited to 208 hours per child per fiscal year. Any ill/holiday hours charged by the provider over this 208 hour limit are the parent's responsibility.

## IRS REPORTING

The Department reports all payments made to providers to the Internal Revenue Service (IRS). IRS Form 1099-MISC is mailed to all providers by early February. For IRS information, go to [www.irs.gov](http://www.irs.gov).

**Note:** For another copy of your 1099-MISC, please contact the [Central Reconciliation Unit \(CRU\)](#) at 1-866-990-3227.

## DIRECT DEPOSIT

The Department encourages providers to sign up for direct deposit. All providers can get their CDC payments deposited directly into their bank accounts through Direct Deposit/Electronic Funds Transfer (EFT). Direct Deposit prevents the chance for a lost or stolen CDC check because payment is deposited directly into your bank account. Click [here](#) to sign up for Direct Deposit/EFT at the State of Michigan- Contract and Payment Express page.

If you have questions or need help with this process, call the Department of Technology, Management and Budget, Office of Financial Management, at 1-888-734-9749.

## PROVIDER DUTIES

- Keep accurate [time and attendance records](#) for four years for all of the children in your care.
  - Reminder: The CDC Daily Time and Attendance Record is required for all Unlicensed Child Care Providers.
- Bill only for the actual hours the child(ren) is in your care and the parent is participating in an [authorized activity](#), with the exception of holidays or a child's illness.
- Keep your Personal Identification Number (PIN) to yourself.
- Cooperate during an investigation.
- **Report fraudulent child care activity** right away by calling 1-800-222-8558 or by submitting an online complaint [here](#).

## CENTRALIZED INTAKE FOR ABUSE AND NEGLECT

The Department of Human Services' Centralized Intake accepts and processes reports of alleged abuse and neglect of children and/or adults 24 hours a day, 7 days a week. To report suspected abuse or neglect, please call 1-855-444-3911.

**Reminder:** Licensed and registered providers are required by law to immediately report suspected child abuse and neglect.

## WELFARE FRAUD

The crime of Welfare Fraud (MCL 400.60) includes, but is not limited to:

- Intentionally billing for hours when:
  - Child care services were not provided.
  - The person watching the child(ren) was not authorized.
  - "Holding a spot" for a child.
  - The child(ren) was in school.
  - The provider or child(ren) was on vacation.
  - The provider was working at another job.
  - The provider knew the parent was not working or in another authorized activity.
  - The provider provided care for more than the number of children they are supposed to during the same hours.
- Selling or giving your PIN to a person who should not have it.



## Glossary

**Approved Activity:** Includes participating in one-stop service center activities, approved education (other than high school completion) and other employment programs, or attending compliance test activities.

**Authorized Activity:** The parent(s) need reasons (employment, high school completion, approved activity and/or family preservation) for which the provider is authorized to provide care.

**Central Reconciliation Unit (CRU):** The unit within the Office of Great Start that helps with child care billing and payment issues, as well as PIN resets.

**Check/EFT:** Form of payment paid by the Department for child care services provided for subsidy-eligible children.

**Department Pay Percent (DP%):** The percentage of the Department payment rate that will be paid for child care.

**Employment:** Activity where a person legally works and earns money.

**Family preservation:** Includes participating in an approved counseling or treatment program for a physical, emotional or mental condition.

**Fiscal year:** A period of 12 months which for the State of Michigan is from Oct. 1 of any given year to Sept. 30 of the following year.

**High school completion:** Includes general educational development (GED), adult basic education (ABE) and English as a second language (ESL) classes.

**Provider Enrollment Unit:** The unit within the Office of Great Start that is responsible for all CDC unlicensed provider enrollments.

**Statement of Payments (DHS-1381):** A detailed report of all payment information, such as, adjustments, errors, payments made and late reports, for the pay period date.

**Time and attendance records:** A written record of the day and hour care begins and end time for each authorized child in the provider's care. The records must be kept for four years and must be certified by the parent.

## EXHIBIT

### CDC 2012 PAYMENT SCHEDULE

The CDC Payment Schedule gives you the Pay Period Dates, Pay Period Numbers, Billing Deadline Dates, and the estimated Check/EFT Date.

<b>Pay Period Dates</b>	<b>Pay Period Number</b>	<b>Billing Deadline Date</b>	<b>Check/EFT Issue Date</b>
01/01/12 - 01/14/12	201	01/19/12	01/26/12
01/15/12 - 01/28/12	202	02/02/12	02/09/12
01/29/12 - 02/11/12	203	02/16/12	02/24/12
02/12/12 - 02/25/12	204	03/01/12	03/08/12
02/26/12 - 03/10/12	205	03/15/12	03/22/12
03/11/12 - 03/24/12	206	03/29/12	04/05/12
03/25/12 - 04/07/12	207	04/12/12	04/19/12
04/08/12 - 04/21/12	208	04/26/12	05/03/12
04/22/12 - 05/05/12	209	05/10/12	05/17/12
05/06/12 - 05/19/12	210	05/24/12	06/01/12
05/20/12 - 06/02/12	211	06/07/12	06/14/12
06/03/12 - 06/16/12	212	06/21/12	06/28/12
06/17/12 - 06/30/12	213	07/05/12	07/12/12
07/01/12 - 07/14/12	214	07/19/12	07/26/12
07/15/12 - 07/28/12	215	08/02/12	08/09/12
07/29/12 - 08/11/12	216	08/16/12	08/23/12
08/12/12 - 08/25/12	217	08/30/12	09/07/12
08/26/12 - 09/08/12	218	09/13/12	09/20/12
09/09/12 - 09/22/12	219	09/27/12	10/04/12
09/23/12 - 10/06/12	220	10/11/12	10/18/12
10/07/12 - 10/20/12	221	10/25/12	11/01/12
10/21/12 - 11/03/12	222	11/08/12	11/17/12
11/04/12 - 11/17/12	223	11/20/12	11/29/12
11/18/12 - 12/01/12	224	12/06/12	12/13/12
12/02/12 - 12/15/12	225	12/20/12	01/02/13
12/16/12 - 12/29/12	226	01/03/13	01/10/13

## EXHIBIT

### CDC 2013 PAYMENT SCHEDULE

The CDC Payment Schedule gives you the Pay Period Dates, Pay Period Numbers, Billing Deadline Dates, and the estimated Check/EFT Date.

<b>Pay Period Dates</b>	<b>Pay Period Number</b>	<b>Billing Deadline Date</b>	<b>Check/EFT Issue Date</b>
12/30/12 - 01/12/13	301	01/17/13	01/25/13
01/13/13 - 01/26/13	302	01/31/13	02/07/13
01/27/13 - 02/09/13	303	02/14/13	02/22/13
02/10/13 - 02/23/13	304	02/28/13	03/07/13
02/24/13 - 03/09/13	305	03/14/13	03/21/13
03/10/13 - 03/23/13	306	03/28/13	04/04/13
03/24/13 - 04/06/13	307	04/11/13	04/18/13
04/07/13 - 04/20/13	308	04/25/13	05/02/13
04/21/13 - 05/04/13	309	05/09/13	05/16/13
05/05/13 - 05/18/13	310	05/23/13	05/31/13
05/19/13 - 06/01/13	311	06/06/13	06/13/13
06/02/13 - 06/15/13	312	06/20/13	06/27/13
06/16/13 - 06/29/13	313	07/04/13	07/11/13
06/30/13 - 07/13/13	314	07/18/13	07/25/13
07/14/13 - 07/27/13	315	08/01/13	08/08/13
07/28/13 - 08/10/13	316	08/15/13	08/22/13
08/11/13 - 08/24/13	317	08/29/13	09/06/13
08/25/13 - 09/07/13	318	09/12/13	09/19/13
09/08/13 - 09/21/13	319	09/26/13	10/03/13
09/22/13 - 10/05/13	320	10/10/13	10/17/13
10/06/13 - 10/19/13	321	10/24/13	10/31/13
10/20/13 - 11/02/13	322	11/07/13	11/15/13
11/03/13 - 11/16/13	323	11/21/13	11/27/13
11/17/13 - 11/30/13	324	12/05/13	12/12/13
12/01/13 - 12/14/13	325	12/19/13	12/27/13
12/15/13 - 12/28/13	326	01/02/14	01/09/14

# EXHIBIT

## CDC DAILY TIME AND ATTENDANCE RECORD

Michigan Department of Education

### Required for Unlicensed Providers

**Billing website:** [www.michigan.gov/childcare](http://www.michigan.gov/childcare)

INSTRUCTIONS: Record the daily care begin time, the daily care end time, the child care hours, and the ill/holiday hours for each child in your care. Any changes must be initiated by the person making the change. See additional instructions on the back. **Keep this form for your records.** A daily attendance record must be retained for four years for auditing purposes.

**Round each care begin time and care end time to the nearest half hour to get the total daily child care hours.**

Provider ID Number:

0123456

Provider Name:

Laura Lansing

Pay Period Number:

302

Confirmation Number:

Page Number:

1

		Child's Name					Age					Child's Name					Age				
		Tommy Towers					9					Tara Towers					5				
Day	Date	Care Begin Time	Care End Time	Child Care Hours	Ill/Holiday Hours	Parent Initial	Care Begin Time	Care End Time	Child Care Hours	Ill/Holiday Hours	Parent Initial	Care Begin Time	Care End Time	Child Care Hours	Ill/Holiday Hours	Parent Initial	Care Begin Time	Care End Time	Child Care Hours	Ill/Holiday Hours	Parent Initial
Sun	1/13																				
Mon	1/14	3:30 pm	5:30 pm	2		PT	7:30 am	11:30 am	6		PT	7:30 am	5:30 pm	10		PT					
Tues	1/15	3:00 pm	5:30 pm	1.5		PT	7:30 am	11:30 am	6.5		PT	7:30 am	5:30 pm	10		PT					
Wed	1/16	4:00 pm	6:00 pm	2		PT	7:00 am	11:30 am	6.5		PT	7:30 am	6:00 pm	10.5		PT					
Thur	1/17				2	PT				6	PT				10	PT					
Fri	1/18				2	PT				6	PT				10	PT					
Sat	1/19																				
Sun	1/20																				
Mon	1/21	3:30 pm	5:30 pm	2		PT	7:30 am	11:30 am	6		PT	7:30 am	5:30 pm	10		PT					
Tues	1/22	3:30 pm	6:00 pm	2.5		PT	7:30 am	11:30 am	6.5		PT	7:30 am	6:00 pm	10.5		PT					
Wed	1/23	3:30 pm	5:30 pm	2		PT	7:00 am	11:30 am	6.5		PT	8:00 am	5:30 pm	9.5		PT					
Thur	1/24	3:00 pm	5:30 pm	2.5		PT	8:00 am	12:00 pm	6.5		PT	7:30 am	5:00 pm	9.5		PT					
Fri	1/25	3:30 pm	5:00 pm	1.5		PT	7:30 am	11:30 am	5.5		PT	7:30 am	5:00 pm	9.5		PT					
Sat	1/26																				

I certify that:

- The above billing information is true and accurate to the best of my knowledge based on available information.
- I keep permanent and accurate records for four years, showing time of arrival and departure for each child on a daily basis.
- I understand that if benefits are overpaid for any reason, the extra benefits received will have to be repaid. If intentional misrepresentation caused the overpayment, the responsible party, including any adult in the program group or the group's authorized representative or provider of goods or services, may be disqualified from the program or prosecuted for fraud.

Child Care Provider's Signature

Phone Number

Date

# CDC DAILY TIME AND ATTENDANCE RECORD

Michigan Department of Education

## Required for Unlicensed Providers

**Billing website:** [www.michigan.gov/childcare](http://www.michigan.gov/childcare)

INSTRUCTIONS: Record the daily care begin time, the daily care end time, the child care hours, and the ill/holiday hours for each child in your care. Any changes must be initiated by the person making the change. See additional instructions on the back.

**Keep this form for your records.** A daily attendance record must be retained for **four years** for auditing purposes.

**Round each care begin time and care end time to the nearest half hour to get the total daily child care hours.**

Provider ID Number:

Provider Name:

Pay Period Number:

Confirmation Number

Page Number:

		Child's Name					Child's Name					Child's Name				
		Age					Age					Age				
Day	Date	Care Begin Time	Care End Time	Child Care Hours	Ill/Holiday Hours	Parent Initial	Care Begin Time	Care End Time	Child Care Hours	Ill/Holiday Hours	Parent Initial	Care Begin Time	Care End Time	Child Care Hours	Ill/Holiday Hours	Parent Initial
Sun																
Mon																
Tues																
Wed																
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Sat																

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- I keep permanent and accurate records for four years, showing time of arrival and departure for each child on a daily basis.
- I understand that if benefits are overpaid for any reason, the extra benefits received will have to be repaid. If intentional misrepresentation caused the overpayment, the responsible party, including any adult in the program group or the group's authorized representative or provider of goods or services, may be disqualified from the program or prosecuted for fraud.

Child Care Provider's Signature

Phone Number

Date

## INSTRUCTIONS:

At the end of each pay period, providers must bill for child care hours by using Internet billing at: [www.michigan.gov/childcare](http://www.michigan.gov/childcare). You will need your provider ID number, and PIN.

For questions about billing, refer to the Child Development and Care Handbook. If you still need help call the Central Reconciliation Unit at 1-866-990-3227.

When completing your CDC Daily Time and Attendance Record, you will need to record:

**Provider ID Number:** Enter the 7-digit ID number (**not** license number) listed on the DHS-198, Child Care Provider Authorization.

**Provider Name:** Enter your name or the name of your facility.

**Pay Period Number:** Enter the number of the pay period that corresponds to the billing dates. See the table below. Use a separate page for each pay period.

Pay Period Dates	Pay Period Number	Billing Deadline*	Check/EFT Date	Pay Period Dates	Pay Period Number	Billing Deadline*	Check/EFT Date
12/30/12-01/12/13	301	01/17/13	01/25/13	06/30/13-07/13/13	314	07/18/13	07/25/13
01/13/13-01/26/13	302	01/31/13	02/07/13	07/14/13-07/27/13	315	08/01/13	08/08/13
01/27/13-02/09/13	303	02/14/13	02/22/13	07/28/13-08/10/13	316	08/15/13	08/22/13
02/10/13-02/23/13	304	02/28/13	03/07/13	08/11/13-08/24/13	317	08/29/13	09/06/13
02/24/13-03/09/13	305	03/14/13	03/21/13	08/25/13-09/07/13	318	09/12/13	09/19/13
03/10/13-03/23/13	306	03/28/13	04/04/13	09/08/13-09/21/13	319	09/26/13	10/03/13
03/24/13-04/06/13	307	04/11/13	04/18/13	09/22/13-10/05/13	320	10/10/13	10/17/13
04/07/13-04/20/13	308	04/25/13	05/02/13	10/06/13-10/19/13	321	10/24/13	10/31/13
04/21/13-05/04/13	309	05/09/13	05/16/13	10/20/13-11/02/13	322	11/07/13	11/15/13
05/05/13-05/18/13	310	05/23/13	05/31/13	11/03/13-11/16/13	323	11/21/13	11/27/13
05/19/13-06/01/13	311	06/06/13	06/13/13	11/17/13-11/30/13	324	12/05/13	12/12/13
06/02/13-06/15/13	312	06/20/13	06/27/13	12/01/13-12/14/13	325	12/19/13	12/27/13
06/16/13-06/29/13	313	07/04/13	07/11/13	12/15/13-12/28/13	326	01/02/14	01/09/14

\* Billing deadlines on days before holidays are at 4:00 PM on the indicated date. Otherwise, they are at the end of the day (midnight). Delays in payments should be expected during holiday periods when state offices and post offices are closed.

**Confirmation Number:** Enter the confirmation number found in the upper right corner (THIS BOX FOR DHS USE ONLY) of the DHS-105, Child Development and Care Billing/Attendance Invoice.

**Page Number:** Enter the page number. Use additional records if you care for more than three children.

**Child's Name and Age:** Enter the name and age of each child for whom care has been authorized for the billing period. Place them in alphabetical order by last and first name.

**Care Begin and End Times:** Enter the times in hours and minutes, indicating if it is AM or PM.

**Child Care Hours:** Enter the number of hours of care that were actually provided, rounded to the nearest half hour. Enter half hours as .5. **This may be more or less than the number of hours authorized on the DHS-198. Leave blank any days the child did not attend.**

**Child Ill/Holiday Hours** Absences due to holidays or the child's illness (not to exceed 208 hours per fiscal year) can be billed if you charge the general public (all families) for the holiday or absences due to illness AND if the child would have normally been in care that day. If you do bill ill/holiday hours, you may not enter more hours than the child would have normally been in care that day. In the box for the day that the holiday or the absence occurred, enter the number of hours being billed, rounded to the nearest half hour. Enter a half hour as .5. See the Child Development and Care Handbook.

**Parent or Authorized Representative Initial:** The parent or authorized representative must initial daily for each child, for those days they were in care, to indicate that the entries are correct.

**Child Care Provider's Signature and Date:** The person authorized to complete the billings must sign and date the form.

### HOW TO ROUND TO THE NEAREST HALF HOUR:

**Round each care begin time and care end time to the nearest half hour to get the total daily child care hours.**

If the minutes in the care begin/end time are between 1-15, drop them. For example, for a care begin time of 8:15 a.m., enter 8:00 a.m.

If the minutes in the care begin/end time are between 16-45, round to the half hour (:30). For example, for a care end time of 4:45 p.m., enter 4:30 p.m.

If the minutes in the care begin/end time are between 46-59, round to the next full hour. For example, for a care begin time of 7:52 a.m., enter 8:00 a.m.

**Please note:** Parents are responsible for child care expenses that are not paid by the department including expenses incurred while a parent or provider's eligibility is being determined. Parents are also responsible for child care expenses when care is provided while the parent is not attending his/her authorized activity.

## EXHIBIT

### I-Billing for Child Care Step-By-Step Instructions for Providers Michigan Department of Education

These step-by-step instructions explain how to use the I-Billing system to bill for children receiving Child Development and Care (CDC) assistance.

#### STEP 1

Go to [www.michigan.gov/childcare](http://www.michigan.gov/childcare). On the left-hand side of the screen click on “*Provider Resources*” then “*Provider Billing and Payments*”.

#### STEP 2

Click on the link “*Send Billing Form over the Internet*” under *Billing Resources*.

#### STEP 3

Click on the “*Login to I-Billing*” link. When you enter the system, you will see the CDC Provider log-in screen.

Enter your seven-digit Provider ID number and PIN.

**NOTE:** A PIN reset process (Forgot PIN) is available in the I-Billing system. You will be asked to complete a set of security questions after accessing the online CDC system your first time. You must select three security questions from the list of choices and enter a response for each. You will also have the option to enter your email address where a future PIN request can be sent; otherwise your PIN will be mailed to the address on file.

#### STEP 4

After you log in, you will be directed to the Main Menu. Select the pay period you would like to bill for then click the “*Work on Billing Invoice*” button.

#### STEP 5

Enter the child care billing hours for each child. You will enter both regular child care hours and ill/holiday child care hours.

**Round each care begin time and care end time to the nearest half hour to get the total daily child care hours.**

If the minutes in the care begin/end time are between 1-15, drop them. For example, for a care begin time of 8:15 a.m., enter 8:00 a.m.

If the minutes in the care begin/end time are between 16-45, round to X:30. For example, for a care end time of 4:45 p.m., enter 4:30 p.m.

If the minutes in the care begin/end time are between 46-59, round to the next full hour. For example, for a care begin time of 7:52 a.m., enter 8:00 a.m.

Skip the day if you have zero hours of care.

**NOTE:** Ill/holiday hours are limited to 208 hours per child per fiscal year. Any ill/holiday hours exceeding this limit will be the responsibility of the parent. The fiscal year begins October 1 and ends September 30.

#### STEP 6

If you provided care for more children than listed on the first page, click the “*Next*” button under the last child listed on the current page.

**NOTE:** If a child is not listed, that child has not been authorized. If you have deselected a child, you may have to reselect the child (in Add/Remove Child) in order for the child to be listed on your billing invoice.

## STEP 7

You may choose to “*Save and Continue Working*” or “*Save and Return to Menu*.” If you choose to “*Save and Continue Working*,” your work will be saved, but it will not be submitted. You will remain on the current page in the I-Billing system. If you choose to “*Save and Return to Menu*” your work will be saved, but it will not be submitted. You can go back and finish at a later time.

**NOTE:** You must keep complete and accurate records of daily attendance for all state-funded children in your care. Your records must show the daily care begin and end time for each child. You must retain these attendance records for four years from the date of care for auditing purposes. You may access the *CDC Daily Time and Attendance Record* at [www.michigan.gov/childcare](http://www.michigan.gov/childcare).

## STEP 8

When you have entered all of your billing information, you must check the “*I Certify That*” box located at the bottom of the billing screen. After you have checked the Certify box, click on the “*Submit to MDE*” button. You must be on the last page of your billing in order to submit your hours.

## STEP 9

A completed invoice (PDF file) will appear that you may print for your records. This invoice does not replace your completed Time and Attendance Records that you must retain for four years. To close the PDF file, click the “X” in the upper right-hand corner of the screen. You will then be directed to the I-Billing Main Menu where you can log out of the system.

## STEP 10

To successfully log out, you must click the “Exit” button located at the bottom right of the main page. Do not use the red close X at the top of your browser or you will not log off successfully.

**NOTE:** If you have questions about I-Billing, you may view our I-Billing Web tutorial located at: [www.michigan.gov/childcare](http://www.michigan.gov/childcare).

For help with I-Billing, you may speak to someone on weekdays, except holidays,  
by calling: 1-866-990-3227  
Monday through Friday – 7:30 a.m. – 5:00 p.m.



**I-Billing for Providers  
Most Frequently Asked Questions  
Michigan Department of Education**

**Billing System:**

***How do I find my Provider ID number and Personal Identification Number (PIN)?***

Your Provider ID number is located on the DHS-198, Child Care Provider Authorization. Your PIN is an automatically assigned six-digit number that is mailed separately.

Note: A PIN reset process has been added to the I-Billing system. You will be asked to complete a set of security questions after accessing the online CDC system. You must select three security questions from the list of choices and enter a response for each. You will also have the option to enter your email address where a future PIN request can be sent; otherwise your PIN will be mailed to the address on file.

***What is a pay period?***

A pay period is a two-week billing period for which a unique three-digit number has been assigned. Refer to the CDC Payment Schedule.

***How do I use the Internet for billing?***

To enter your billing information, access the I-Billing system at [www.michigan.gov/childcare](http://www.michigan.gov/childcare). Have your Provider ID number, your PIN and your time and attendance information, such as the CDC Daily Time and Attendance Record, in front of you. You will enter the information for the two-week pay period for each authorized child you provided child care for.

***How do I enter my billing information?***

Select the pay period you are billing for on the Main Menu and click the “*Work on Billing Invoice*” button. Enter the child care hours for each child. **Round each care begin time and care end time to the nearest half hour to get the total daily child care hours.**

If the minutes in the care begin/end time are between 1-15, drop them. For example, for a care begin time of 8:15 a.m., enter 8:00 a.m.

If the minutes in the care begin/end time are between 16-45, round to X:30. For example, for a care end time of 4:45 p.m., enter 4:30 p.m.

If the minutes in the care begin/end time are between 46-59, round to the next full hour. For example, for a care begin time of 7:52 a.m., enter 8:00 a.m.

***How do I bill for a child who is absent because of a reported illness or a holiday?***

If there is a holiday or a child listed on the I-Billing screen is ill, you can bill for that child if the child would have normally been in your care that day. Please understand that billed hours may not exceed the number of hours the child would have normally been in your care. For example, if you normally provide care for four hours, you may only bill for four ill or four holiday hours. Enter the hours in the ill/holiday hour boxes.

Note: Ill/holiday hours are limited to 208 hours per child per fiscal year. Any ill/holiday hours exceeding this limit will be the responsibility of the parent. The fiscal year begins Oct. 1 and ends Sept. 30.

***How do I make billing corrections for this pay period or for a prior pay period?***

To correct an invoice that has already been submitted, select the pay period you need to correct on the I-Billing Main Menu, and then select “*Work on Billing Invoice*.” Make the corrections on the billing screen, then certify and submit the invoice.

Note: Billings may only be corrected up to 90 days after the end of the pay period.

***How do I bill for a child whose name is not listed?***

If a child’s name is not listed on the I-Billing screen, select the “Next” button to view additional pages. If a child is not listed, ***you may not be authorized to bill for this child.***

***What are the other buttons on the I-Billing Main Menu?***

The options on the Main Menu are:

- a) Work on Billing Invoice
- b) View last payment
- c) View previous billings
- d) View payments by pay period
- e) View DHS-1381
- f) Add/remove child

***How do I successfully log-out of the I-Billing system?***

Click on the button titled "Exit" located at the bottom of the main page. Once you have done that, you can close out your Internet browser.

**Billing Time Frames:*****When can I bill for child care?***

The I-Billing system is available 365 days a year, 24 hours per day, 7 days a week.

**Training and Technical Assistance:*****Is there any Internet Billing training available?***

Yes! You may use our I-Billing web tutorial which can be found at [www.michigan.gov/childcare](http://www.michigan.gov/childcare).

***How can I talk to a person about questions I have?***

If you need personal assistance, you can talk to someone by calling: 1-866-990-3227--Monday through Friday – 7:30 a.m. – 5:00 p.m.

## EXHIBIT

### **STEP-BY-STEP INSTRUCTIONS FOR CONTRACT & PAYMENT EXPRESS REGISTRATION**

1. Visit Contract & Payment Express (C&PE) at [www.michigan.gov/cpexpress](http://www.michigan.gov/cpexpress) and click on 'Go to C&P Express.'
  - On the C&PE Home Page, click on the checkbox agreeing to the website terms and conditions, click on 'New Users' and complete the easy-to-follow instructions.
2. Registration will require you to create a User ID and entry of either a social security number (SSN) or Federal Employer Identification Number (FEIN), name, address information, and an email address.
  - If correspondence generated by C&PE should be directed to a specific individual or area other than the name associated with the SSN or FEIN provided, include that information in the "Address Attention" line.
  - Be sure to retain your User ID.
3. As part of the registration process, an Internal Revenue Service (IRS) W-9 form will be displayed. The form should be submitted electronically unless a paper copy is specifically required. **If no W-9 is submitted (electronically or via paper), your payments will be stopped.**
4. **OPTIONAL**—Sign up for direct deposit on the 'Add Direct Deposit Details' page:
  - Enter the banking information requested.
  - Select the addresses/mail codes you would like associated with the bank account.
  - Click on 'submit.'
  - Review the 'Submit Direct Deposit Authorization' form and click on the box at the bottom of the form agreeing to the terms and conditions.
  - Click on 'submit.'
  - You will be ready to receive payments by EFT in approximately 10 business days.

**You can click on the 'cancel' button at the bottom of the page to bypass signing up for direct deposit and continue with registration.**
5. Once you have successfully completed registration, a password will be sent through the U.S. mail to the address provided and individual or area indicated on the "Address Attention" line.
6. Do not access C&PE again until you have received your temporary password in the mail. This will avoid accidental inactivation of the assigned password.
7. Once the temporary password is received, you can access C&PE by entering the User ID that was created during the online registration and the password. The temporary password must be used within 30 days.
8. Once you have accessed C&PE, you will be prompted to change your temporary password for your security. You can then access C&PE anytime to change address or banking information or to view direct deposit remittance advice.

## **CONTRACT & PAYMENT EXPRESS REGISTRATION-TROUBLE SHOOTING & ASSISTANCE**

### **C&PE Pre-Registration Overview Training**

- If you have general questions or concerns, view the C&PE Pre-Registration Overview Training PowerPoint located at [www.michigan.gov/cpexpress](http://www.michigan.gov/cpexpress). This overview is designed for payees registering for the first time in Contract & Payment Express (C&PE).

### **Problem Entering Your Address?**

- If the C&PE site does not prompt you to enter address information, but displays an address instead, you are already enrolled on our vendor database, even though you have not registered through C&PE.
- If the address is correct, continue to complete the registration.
- If the address is incorrect, submit a letter explaining the address changes that are needed. This letter can be sent to the fax number, mailing address, or as an attachment to the email address listed at the bottom of this letter. The request must be signed and a phone number must be provided.

### **Unable to Register?**

- If you are unable to register as a vendor or sign up for direct deposit on C&PE, go to [www.mi.gov/ofm](http://www.mi.gov/ofm), click on 'vendor information/forms' and print and complete both the W9 and EFT forms. You may also contact the OFM Help Desk at the number listed below and request forms.
- Then submit the forms by email, fax, or mail to the contact information listed at the bottom of this letter.

### **Need Assistance Registering on C&PE?**

- If you have questions that are not addressed in this correspondence, please click on the FAQ's at the top of the C&PE Welcome page.
- For additional assistance contact the Office of Financial Management (OFM) Help Desk.

### **OFM Help Desk**

Email: [dmb-vendor@mi.gov](mailto:dmb-vendor@mi.gov)  
Phone: (888) 734-9749  
Fax number: (517) 373-0297  
Mailing Address: P.O. Box 30026  
Lansing, Michigan 48909